



**WE ARE ON
YOUR SIDE!**



Complaint Handling Process

We are here to provide excellent service experiences to all our customers...



www.imbankgroup.com/ug

How to report a complaint

You can use any of the channels below to report a Complaint and we will promptly respond to you.

1. Complete the feedback form on our website www.imbankgroup.com/ug
2. Contact our 24/7 Call centre
Tel: +256 701 144551
Toll Free: 0800144551
3. Report the complaint on our social media pages @imbankug
4. E-mail us at:
customercare@imbank.co.ug
5. Speak to any of our staff at any I&M Branch
6. Send us a letter by post:
**Customer Service Manager,
I&M Bank (Uganda) Limited
Plot 6/6A, Kampala Road.
P.O.Box 3072, Kampala, Uganda**

Relevant details required

In order for us to review, investigate and resolve the complaint in a timely manner, we request that you provide us with the following relevant details:

1. What went wrong, how and when it happened
2. Your Contact details
3. Your account details, if you're an I&M Bank customer.
4. Any other supporting or relevant documents that you may have.

Our response to you

I&M Bank (Uganda) Limited is committed to resolving any complaint at the first point of contact. However, depending on the nature of complaint, this may not always be possible as investigations may be required to resolve the matter comprehensively.

In such circumstance, we shall;

1. Send you a written acknowledgement of your complaint.
2. We shall keep you informed about the status of your complaint within 10 working days,
3. We will provide regular updates on the outcome of our investigations and proposed actions.

Escalation of your complaint

If, for whatever reason, you are not satisfied with the response you receive from the above complaint channels or if you do not hear from us within 10 working days, you can escalate your complaint to:

**Customer Service Manager,
I&M Bank (Uganda) Limited
Plot 6/6A, Kampala Road.
P.O.Box 3072, Kampala, Uganda**